

Workplace Alaska

Class Specification PFD Technician I

Created: 06/12/2000 by Robbin McDaniel	AKPAY Code: P1215 Class Outline Cat: A	Class Code: PF0131 Class Range: 10
Finalized on:	Approved by:	Class Status: Active
Category: Technical Original Date: 06/16/2000	Class Title: PFD Technician I Use MJR Form: Standard	

Original Comments:

Orig: (KP-Rev)

Subsequent Revision Dates/Comments:

07/09/2004 - MQ revision;(DLarocque)
06/01/2006 - Complete Series revision; PFD Study (DLarocque)
09/25/2008 - Workplace AK spec revision: Added Census Job Code and AKPAY Code fields; Replaced Category field with Class Outline Category; Updated EEO4, SOC, and Class Code fields; Removed DOT field.

Last Update: **EEO4:** F **SOC:** 43-4061 **Census:** 06

Last Update Comments:**Definition:**

Permanent Fund Dividend (PFD) Technician I is either 1) the training level whereby incumbents learn and develop the skills necessary to perform the full range of eligibility determinations in support of the PFD Program or 2) the entry level in which incumbents perform recurring, well-defined technical tasks in the examination of PFD applications and eligibility determinations.

Distinguishing Characteristics:

PFD Technicians examine applications and supportive documents submitted by individuals applying for the Permanent Fund Dividend. Incumbents perform technical review, audit, and research to provide accurate information to applicants and render eligibility determinations. All PFD Technicians use a variety of outside resources and database systems to identify and gather facts. Eligibility determinations are based on the interpretation of the information gathered and compliance with state statutes and regulations and program policies and procedures. Positions in this series may serve as PFD Technician under one or both options:

Option 1: PFD Technician performs technical work by conducting research to make eligibility determinations on a caseload of applications submitted for review, fraud audit, or informal appeal. Cases require extensive research and significant contact with applicants, third party verifiers, and agency representatives. Assignments consist of making eligibility determinations on cases that require attention to detail, the application of research and investigative skills, and a working knowledge of the regulations and statutes governing the PFD Program.

Option 2: PFD Technician performs technical work by providing direct assistance and information to the public on issues and questions regarding eligibility requirements and the application process. Incumbents address all questions, circumstances, and scenarios presented by applicants, and must possess a working knowledge of all statutes and regulations, and program policies and procedures governing the PFD Program in order to provide accurate information.

The PFD Technician I functions at either the trainee or entry level in the series. As trainee, the incumbent follows a formal training plan and receives on-the-job training to learn and perform assignments specifically selected to become familiar with the policies, procedures, statutes and regulations related to the PFD Program and eligibility requirements. Incumbents develop technical skills and become familiar with governing guidelines. Work assignments are designed to instruct and measure the incumbent's knowledge of the division's program, ability to accurately and effectively provide information and assistance to the public, and skill in making correct eligibility decisions. Under this scenario positions are flexibly staffed, in which case progression to the higher level occurs only when the incumbent; 1) successfully completes a specified training plan; 2) meets all other specified terms of the flexible staffing agreement and regulatory requirements; and 3) is certified by the supervisor as capable to perform at the higher level.

At the entry level, the PFD Technician performs recurring, well-defined tasks and assignments subject to specific instruction. Eligibility cases worked at this level are typically applications flagged by the computer for initial review or are applications pending applicant response information. Written guidelines and procedures are well established, supervision and direction are readily available, and work may be reviewed while in progress and upon completion.

PFD Technicians are distinguished from the Administrative Clerk III by the PFD Technician's performance of technical work in the research, examination, and analysis of documents, supplemental information and data, and the requirement to understand, interpret, and apply state statutes and regulations in order to take action and make eligibility determinations.

PFD Technician I is distinguished from the PFD Technician II by the PFD Technician II's responsibility for independently conducting comprehensive in-depth research and evaluation, significant contact with applicants and third party verifiers, and eligibility determinations made on applications worked at the final review or informal appeal stages.

Examples of Duties:

Develop an understanding of the Permanent Fund Division's organizational structure, purpose and functions, including those of the Dividend Information Offices, Review, and Appeals Sections, and the general workflow and office/work priorities.

Complete a series of assignments to become familiar with the statutes, regulations, program booklets, policies and procedures that govern the work.

Receive training and become proficient in the use of the division's database and other agency databases to conduct searches, enter and update data, and run reports.

Learn to examine PFD applications and supportive documentation; perform investigations into facts, interpret information and determine eligibility in accordance with state law, regulations, and department policies and procedures.

Learn to determine applicant eligibility; approve or deny eligibility or indicate the need for further review by recording problem codes and supportive case notes on computer mainframe.

Learn how to appropriately respond to applicant inquiries on application status in person, telephonically, through email or written correspondence. Learn to prepare applicant eligibility decision letters.

Learn the techniques and information necessary to provide program-specific information that requires interpretation and a basic understanding and an application of established policies, programs, services and procedures.

Perform eligibility determinations.

Knowledge, Skills and Abilities:

Some knowledge of office practices and procedures.

Ability to learn standard laws, regulations, policies, procedures, precedent and terminology related to the PFD Program.

Ability to comprehend and use sound judgment to interpret, explain and properly apply the laws, regulations, policies and procedures pertaining to the PFD program.

Ability to learn and apply interviewing and investigative techniques to obtain factual information.

Ability to learn how to evaluate oral and written information and draw logical conclusions.

Ability to learn how to author professional business correspondence for varying audiences.

Ability to learn and apply sound reasoning and analytical skills to reach the appropriate resolution of an issue.

Ability to maintain composure and use diplomacy and tact in order to deal effectively with the public.

Minimum Qualifications:

High school graduation or GED

And

Six months of journey level clerical work.

Required Job Qualifications:

(The special note is to be used to explain any additional information an applicant might need in order to understand or answer questions about the minimum qualifications.)

Special Note:

Minimum Qualification Questions:

Do you have a high school diploma or a GED certificate?

And

Do you have six months of journey level clerical work? The required experience includes work such as Administrative Clerk II and Accounting Clerk I with the State of Alaska or the equivalent with another employer.